

Oct. 8, 2021

## MEDICAID ALERT

**TO: Healthy Connections Dental Providers**

**SUBJECT: Upcoming Healthy Connections Medicaid Dental Provider Trainings – Fall 2021**

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free trainings to prospective and enrolled Healthy Connections Medicaid providers. Many of these trainings are available virtually. Information about upcoming training opportunities for Healthy Connections Medicaid dental providers for fall 2021 is listed below.

### **Healthy Connections Medicaid Dental Provider Workshops**

Topics and dates for upcoming virtual dental provider workshops are available below. These workshops are offered by SCDHHS' contracted dental administrative services organization, DentaQuest. The workshops are recommended for billing and insurance coordinators, clinical staff, administrative staff, and other interested dental provider staff.

The trainings are free and occur on the second Wednesday of each month from 12-1 p.m. on the Microsoft Teams platform. Participants are asked to mute their lines prior to the start of the workshop and refrain from unmuting their line until the question-and-answer period at the end of each workshop.

### **Updates to the Dental Services Provider Manual**

- Oct. 13, 2021, 12-1 p.m.
- Session number: 285 316 863
  - Join online: [Teams link](#)
  - Call-in (audio only): (339) 666-3919; conference ID 285 316 863

### **Payment Error Rate Measurement (PERM)**

- Nov. 10, 2021, 12-1 p.m.
- Session number: 958 822 902
  - Join online: [Teams link](#)
  - Call-in (audio only): (339) 666-3919; conference ID 958 822 902



### Prepayment Review vs. Prior Authorization

- Dec. 8, 2021, 12-1 p.m.
- Session number: 660 299 603
  - Join online: [Teams link](#)
  - Call-in (audio only): (339) 666-3919; conference ID 958 822 902

Providers with questions regarding the trainings listed above should contact the DentaQuest Provider Service Center at (888) 307-6553.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.